



City and County of San Francisco
Shelter Monitoring Committee

MEMORANDUM

TO: Shelter Monitoring Committee
FROM: Committee Staff
DATE: March 10, 2023
RE: February 2023 Staff SOC Report

February Client Complaints and Investigations

There were no formal complaints submitted through the SMC in February 2023.

Note: Frequently the SMC staff receive tentative complaints that the complainant never follows up on. That is, they do not provide minimally necessary details, or they do not approve our draft of a complaint that they have not themselves completed in writing. These are not included in this report. Narratives provide an overview of the types of complaints forwarded to each site. Not all sites have had a chance to respond to the complaints. Complaints may have already been investigated to the satisfaction of the site or its contracting agency; however, the Committee must allow for each complainant to review the responses and the complainant determines whether s/he is satisfied. If the complainant is not satisfied, the Committee will investigate the allegations listed in the complaint.

Site

Client #1,

Complaints submitted: __/__/2023

Response received: __/__/2023

Client-complainant alleges SOC Violations:

- o **Standard 2:** (Provide shelter services in an environment that is safe...

Complaint #1 SOC 2 (Safety)

- The complainant
- The

Pending – The complainant

- The shelter

February 2023 Client Complaints by Standard

Standard of Care	Number of complaints alleging violations of this Standard
Standard 1: Treat all clients equally, with respect and dignity, including in the application of shelter policies...	0
Standard 2: Provide shelter services in an environment that is safe...	0

Note that each complaint can include alleged violations of more than one Standard of Care

Total Client Complaints FY 2022-2023

Site	COVID capacity	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total (FY22-23)
A Woman's Place	25					0	0	0	0					0
AWP Drop-in						1	1	1	0					3
Adante	73													
Buena Vista Horace Mann	69 mats	0	0	0	0	0	0	0	0					0
Compass Family	21 families	0	0	0	0	0	0	0	0					0
Cova	87													
Division Circle	180	-	-	-	-	0	0	1	0					1
Dolores Street	39 guests			0	0	0	0	0	0					0
Hamilton Family	69 families	0	1	0	0	0	0	0	0					1
Harbor House Family	30 families	0	0	0	0	0	0	0	0					0
MNRC	15 guests			0	0	0	0	0	0					
Lark Inn	35 beds	0	0	0	0	0	0	0	0					0
Monarch	96	-	-	-	-	-	0	2	0					2
MSC South Shelter	218 beds	1	0	1	0	0	2		0					4
Next Door	248 beds	2	0	0	0	0	1	1	0					4
Providence Family	Closed January 2023	0	0	0	0	0	0	-	-	-	-	-	-	0
Sanctuary (ECS)	124 beds	2	0	0	1	0	2	1	0					6
St. Joseph's Family	9 families	0	0	0	0	0	0	0	0					0
Total	Single adult: 1338 beds/mats	5	1	1	1	1	6	6	0					21
Family: 128 families and 80 beds/mats														

February 2023 Site Visit Infractions

The Committee completed 3 unannounced site visits in October 2022. Hamilton, Lark Inn, and Compass had no infractions. There were infractions noted. There were no issues that rose to the level of an infraction.

FY2022-2023 Unannounced Site Visit Tally

Site	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total
Buena Vista Horace Mann	0	0	1	0									1
Compass Family	0	0	0	1									1
Hamilton Family	1	0	0	1									2
Harbor House Family	0	0	1	0									1
Lark Inn	1	0	0	1									2
MSC South Shelter	0	0	1	0									1
Next Door	0	0	1	0									1
A Woman's Place*	0	0	0	0									0
Providence Family	0	0	1	0									1
MNRC*	0	0	1	0									1
Dolores*	0	0	1	0									1
Sanctuary	0	0	1	0									1
St. Joseph's Family	1	0	1	0									2
*New Site													
Total	3	0	9	3	0	15							

The SMC is required to complete four unannounced visits to each site on an annual basis.

FY2022-2023 Announced Site Visit Tally

Site	7/22	8/22	9/22	10/22	11/22	12/22	1/23	2/23	3/23	4/23	5/23	6/23	Total
711 Post St. ²					1								1
Buena Vista Horace Mann													0
Compass Family													0
Hamilton Family													0
Harbor House Family													0
Lark Inn													0
MSC South													0
Next Door													0
A Woman's Place ¹			1										1
Providence Family													0
MNRC*													
Dolores*													
Sanctuary													0
St. Joseph's Family													0
¹ New Sept ² New Oct													
Total	0	0	1	0	1								2

The Committee is required to make two announced site visits to each site each year to survey clients.

Staff Update and Committee Membership

Meetings

Committee meetings will be held at City Hall, Rm. 408, effective March 15, 2023.

Legislation

The Board of Supervisors has approved amendments to the Administrative Code required by Proposition C, to establish a new “Homelessness Oversight Commission.” SMC’s reports will be directed to the Commission effective as early as May 1, 2023. It is anticipated that SMC staff will be transferred to HSH on July 1, 2023. The number of Seats has been reduced from 13 to 12.

Membership

There is currently one unfilled Seat. We are awaiting details of the process by which the new Commission will fill Seats.

If you are interested in applying for a seat on the Committee, please contact Angie David at 415-255-3642 or email angella.david@sfdph.org for more information.

FY2022-2023 Upcoming Meeting Calendar

- April 19, 2023 (in-person)
- May 17, 2023 (in-person)
- June 21, 2023 (in-person)